

SC403789

Cove Care - Residential Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home offers care for up to four children who may have a combination of mental health, psychological, emotional or complex care needs.

There is a registered manager in post who holds a level 5 qualification in leadership and management.

Inspection date: 18 March 2021

This monitoring visit

This children's home was judged good at the full inspection in September 2019. At the interim inspection in February 2020 it was judged that it had improved in effectiveness.

This monitoring visit was carried out as, due to the impact of COVID-19 (coronavirus) restrictions, this home had not been inspected since February 2020. This visit was completed remotely. The inspector considered a sample of documents provided via email, conducted an interview with the registered manager and gained feedback from professionals.

At the time of the visit, there were three children living at the home. Two of these children have lived at the home for more than two years. Since the interim inspection, four children have moved out of the home.

All three children attend school full time and, despite the impact that COVID-19 has had on their attendance, they continue to make progress. The home has supported one child to settle at her new school after several years of being without an educational placement. One child's social worker told the inspector, 'Staff are always engaging and keep me fully updated on any changes. Care has always been to a high standard.'

Staff respond appropriately to support children with their complex needs. Risk assessments to keep children and staff safe are in place, however, some require further review and additional detail to ensure that they capture all known risks and provide clear guidance for staff to follow.

On occasion, there are gaps in the physical intervention recordings, such as the manager's comments. This means that the registered manager has not assured herself that the intervention was necessary or effective.

The independent visitor has not regularly consulted with children, families or relevant professionals. This oversight has an impact on the quality of the report and the ability to evidence the experiences of children.

The review of the quality of care report was not submitted to Ofsted within the required timeframe. In addition, the registered manager did not include evidence of consultation with children and professionals. This limits the scope of the report, as it does not take account of what they say and any suggestions to make improvements.

Following this visit, four requirements have been raised.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2020	Interim	Improved effectiveness
03/09/2019	Full	Good
13/03/2019	Interim	Improved effectiveness
28/08/2018	Full	Requires improvement to be good

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.</p> <p>(Regulation 12 (1) (2)(a)(i))</p> <p>This specifically relates to ensuring that risk assessments are up to date and reflect all known risks.</p>	30 April 2021
<p>The registered person must ensure that—</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p>	30 April 2021

<p>(Regulation 35 (3)(a)(vii))</p> <p>This relates to ensuring a full and detailed account of physical interventions is documented within required timeframes.</p>	
<p>The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children's well-being.</p> <p>(Regulation 44 (4)(a)(b))</p> <p>This relates to ensuring that the independent visitor consults with children, families and relevant professionals and that the reports contain accurate and up-to-date information.</p>	<p>30 April 2021</p>
<p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.</p>	<p>30 April 2021</p>

(Regulation 45 (1) (2)(a)(b)(4)(a)(5))

This specifically relates to ensuring that children, families and relevant professionals are consulted with and that a copy of the report is shared with Ofsted within 28 days of completion.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC403789

Provision sub-type: Children's home

Registered provider: Cove Care - Residential Limited

Registered provider address: 16 Waterloo Road, Wolverhampton, West Midlands WV1 4BL

Responsible individual: Rachel Oliver

Registered manager: Sarah-Jayne Garbett

Inspector

Debbie Holder, Social Care Inspector

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